

## 2024-25 Continuous Improvement KPI's

Reference	Measure/Activity	Target	Benchmark	Frequency	Target Quarter	Responsible Staff	Strategic Objective Objective	Service
<b>OENV1</b>	Increase recycling through the implementation of the waste transformation programme	Ensure project plan and key milestones are achieved and see increase in recycling rates	Local	Quarterly	Quarterly	Jon Wells/ Brian Kew	Our Environment	Law & Democracy
<b>ONEV2</b>	Working with Local Authority partners to implement the new legislation relating to the producer responsibility and food waste	Implementing action on time and best value for money is achieved	Local	Quarterly	Quarterly	Jon Wells	Our Environment	Law & Democracy
<b>OCOM1</b>	% of current tenants in arrears of £1,000+ being actively managed	100%	Local	Quarterly	Annual	Chris Eyre	Our Communities	Built Environment
<b>OCOM2</b>	Increase the number of affordable homes in the borough, both encouraging people to remain in the borough and attract new families to the area	Ensure that affordable homes are delivered as per the Local Plan requirement.	Local	Annual	Annual	Jamie Carr	Our Communities	Built Environment

<b>OCOM3</b>	Expand digital communication reach with our residents	Increase the number of subscribers to our Gov Delivery email service to at least 13,500 by April 2025	Local	Annual	Annual	Rob Helliwell	Our Partners	Customer Service and Transformation
<b>OE1</b>	Ensure project plan and key milestones are achieved	Deliver UKSPF Year 3 Programme	Local	Annual	Milestone	Adrian Thorpe	Our Economy	Built Environment
<b>OE2</b>	Improve the percentage of Council Tax payers paying by direct debit	To increase direct debit uptake by 3% over the year	Local	Annual	By Quarter 4	Claire Werra	Our Economy	Customer Service and Transformation
<b>OE3</b>	Improve regulatory compliance for businesses	for 90% of all businesses inspected to be compliant	local	Quarterly	Quarter 4	Jon Wells	Our Economy	Law & Democracy
<b>OC1</b>	To undertake a review of Flexible/agile working across the organisation	To review parameters and associated policies/guidelines to ensure we operate a culture that is productivity and enables a good work life balance	Local	Annual	By Quarter 4	Sarah Driscoll	Our Council	Customer Service and Transformation

<b>OC2</b>	To implement new recruitment framework and associated training, to work in partnership with other local councils on the 'Make a difference, work for your local council' campaign	To implement new recruitment framework to make OWBC an employer of choice	Local	Annual	By Quarter 4	Sarah Driscoll	Our Council	Customer Service and Transformation
<b>OC3</b>	To improve budget management across the council	To improve budget management and meet with allocated Budget Managers by (calendar) Day 15	Local	Quarterly	By Quarter 4	Laura Parsons	Our Council	Finance
<b>OC4</b>	To reduce outstanding sundry debts	To reduce the 90 days + Sundry Debtors to under £350K each quarter.	Local	Quarterly	By Quarter 4	Laura Parsons	Our Council	Finance
<b>OC5</b>	To continue Policy library improvements	Ensure all policy/strategies are reviewed and updated then stored in central point for all staff to access, to include implementation plans where relevant.	Local	Monthly	By Quarter 4	Sally Moseley	Our Council	Customer Service and Transformation

<b>OC6</b>	Improve our online services across Revenues and Benefits by improving existing forms and introducing more online forms	To increase the number of customers completing online forms	Local	Annual	By Quarter 4	Claire Werra	Our Council	Customer Service and Transformation
<b>OC7</b>	Deliver the administration and running of fully-compliant and resourced polls (including the implementation of the relevant Elections Act 2022 requirements) and associated work-streams and on-boarding/training etc.	Successful delivery of all relevant elections and referenda (upcoming PCC, UKPGE and CC in 2024 and 2025) with final implementation of 2nd tranche of electoral reforms under the EA 2022 and associated workstreams (including LGBC Review).	Local	Annual	Elections etc (By Quarter 4) Reviews (By Quarter 3)	Anne Court/ David Gill / Samuel Ball	Our Council	Law & Democracy
<b>OC8</b>	Scoping out, implementing and training relevant officers on a new, stream-lined internal reports and decision making-process to make forward planning more effective and efficient.	Implementation of new reports and decision-making workflow process within the existing mod.gov software, to include periodic/regular onboarding and refresher training sessions on how to best use the redesigned system.	Local	Annual	Ongoing	Samuel Ball	Our Council	Law & Democracy

<b>OC9</b>	Enhance the council's reputation through positive media coverage	Receive on average three pieces of positive print, digital, radio or tv media coverage per month	local	Quarterly	Annual	Rob Helliwell	Our Council	Customer Service and Transformation
<b>OC10</b>	To maintain our customer satisfaction ratings in the Customer Service Team	Maintain customer satisfaction ratings above 85%	Local	Monthly	Monthly	Rachel Maidment	Our Council	Customer Service and Transformation
<b>OC11</b>	Improve the licensing application process through the digitisation of the application forms	To reduce paper applications for various licences to reduce pressure on the Licensing Team and Customer Service	Local	Quarterly	By Q4	Jon Wells	Our Council	Law & Democracy
<b>OP1</b>	Monitor Service Level Agreements between the Council and its partners to ensure high performance and value for money	Monitor SLA and attend quarterly monitoring meetings	Local	Quarterly	Quarterly	Teresa Neal	Our Partners	Finance
<b>OP2</b>	Drive and deliver the joint action plan with Leicester University to ensure positive outcomes for both the Council and the University	Deliver actions in the action plan	Local	Annual	Annual	Teresa Neal	Our Partners	Built Environment

